

An IBB Workshop:



WHO SHOULD ATTEND

- Service Professionals, leaders and champions who want to develop and enhance their service skills and attitudes.

PURPOSE OF THE WORKSHOP

- Achieves a positive transformation in employees.
- Increases awareness of customer needs.
- Builds spirit.
- Improves skills for dealing with customers.
- Increases employee self-worth.
- Improves communication and cooperation with employees.

WORKSHOP OBJECTIVES

- Increase sales and profits.
- Increase customer count and customer base.
- Increase repeat business and expenditure by customers.
- Increase positive word-of-mouth advertising.
- Reduce customer complaints.
- Build customer loyalty and employee teamwork.
- Improve attitude, morale, and communication of employees.
- Improve your image in the marketplace.

WHAT YOU WILL LEARN

- How customers decide where they'll do business.
- How body language conveys one's attitude.
- How to do their job better.
- How every person in the company is important.
- How to develop self-discipline and self-esteem.
- How to make the customer feel important.
- How to use the telephone more effectively.
- How to listen more effectively to customers.
- How to identify and satisfy customer expectations.
- How and when to make promises to customers.
- How to handle special problems, concerns, and complaints.
- Understand how attitudes are transmitted to others.
- Conduct a participants' inventory of present customer attitudes and practices.

Presented by: IBB Global, Suite 1, 1A Dere Street, P.O.S.

Date: Friday 18th December 2009

Time: 8:30 a.m. to 4:00 p.m.

Cost: TT\$2,500.00 plus VAT